

**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** 12 Documents for the Pest FOIA Request  
**Date:** Friday, March 17, 2023 9:42:49 AM  
**Attachments:** [Incident INC0899863 has been assigned to you.msg](#)  
[Incident INC0899863 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0899703 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0899252 has been assigned to group WJCE BSD.msg](#)  
[Re Pest control scheduled DGAD Conference Room 4140 Mousemice.msg](#)  
[RE Pest control scheduled DGAD Conference Room 4140 Mousemice.msg](#)  
[RE Building Service Desk Ticket Number JF-101798-0920.msg](#)  
[RE Rodents in building.msg](#)  
[RE Rodents in building.msg](#)  
[RE Rodents in building.msg](#)  
[RE Rodent Patrol.msg](#)  
[FW Rodent Patrol.msg](#)

---

**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** 50 Documents for the Pest FOIA Request  
**Date:** Friday, March 17, 2023 9:43:25 AM  
**Attachments:** [Re 7447.msg](#)  
[Incident INC0908273 has been assigned to group WJCS BSD.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[RE Mice.msg](#)  
[Out of Office Re Mice.msg](#)  
[Mice.msg](#)  
[Mice.msg](#)  
[Mice.msg](#)  
[Incident INC0906543 has been assigned to group WJCW BSD.msg](#)  
[Mice Report.msg](#)  
[Re Mice.msg](#)  
[Mice.msg](#)  
[Mice.msg](#)  
[Mice.msg](#)  
[Incident INC0904432 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0904346 has been assigned to group WJCW BSD.msg](#)  
[Mice.msg](#)  
[Re Pest - mice.msg](#)  
[Re Pest - mice.msg](#)  
[Re Pest - mice.msg](#)  
[Re Pest - mice.msg](#)  
[Out of office Re Pest - mice.msg](#)  
[Pest - mice .msg](#)  
[Pest - mice .msg](#)  
[Pest - mice .msg](#)  
[RE Mice.msg](#)  
[Fwd Mice.msg](#)  
[Incident INC0903655 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0903432 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0903432 has been opened on your behalf.msg](#)  
[Incident INC0903431 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0903431 has been opened on your behalf.msg](#)  
[Incident INC0903405 has been assigned to group WJCW BSD.msg](#)  
[RE EastWest - Mice tickets.msg](#)  
[FW EastWest - Mice tickets.msg](#)  
[RE Mice Report.msg](#)  
[RE Mice Report.msg](#)  
[FW Mice Report.msg](#)  
[RE Mice Report.msg](#)  
[Mice Report.msg](#)  
[Incident INC0900334 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0900332 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0900331 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0900330 has been opened on your behalf.msg](#)  
[Incident INC0900330 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0900326 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0900326 has been opened on your behalf.msg](#)

---

**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** 50 More FOIA Request Documents  
**Date:** Friday, March 17, 2023 9:28:49 AM  
**Attachments:** [RE Mouse sighting.msg](#)  
[Incident INC0968448 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0968149 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0968021 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0967830 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0967663 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0967659 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0967524 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0967333 has been assigned to group WJCE BSD.msg](#)  
[Room 4126C in the East bldg.msg](#)  
[Incident INC0966961 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0966726 has been assigned to group WJCE BSD.msg](#)  
[Re mouse trap.msg](#)  
[Incident INC0966562 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0966231 has been assigned to group WJC-CW BSD.msg](#)  
[Incident INC0965630 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0964310 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0963491 has been assigned to group WJCE BSD.msg](#)  
[mice in 3224C WJCS.msg](#)  
[Incident INC0962603 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0962602 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0962279 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0962278 has been assigned to group WJCN BSD.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Incident INC0961696 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0961609 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0961535 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0961347 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0960904 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0960809 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0960522 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0960485 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0960151 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0960036 has been assigned to group WJCN BSD.msg](#)  
[Re rodent.msg](#)  
[Re rodent.msg](#)  
[Incident INC0959908 has been assigned to group WJCW BSD.msg](#)  
[FW HQ Facility Update Rodent Issue.msg](#)  
[Incident INC0959561 has been assigned to group WJCW BSD.msg](#)  
[RE mice in West.msg](#)  
[Incident INC0959483 has been assigned to group WJCE BSD.msg](#)  
[mice in West.msg](#)  
[FW HQ Facility Update Rodent Issue.msg](#)  
[Incident INC0958984 has been assigned to group WJCE BSD.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Incident INC0957948 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0957617 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0956924 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0956228 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0955389 has been assigned to group WJCN BSD.msg](#)

---

**From:** [Brugger, Esther](#)  
**To:** [Pittman, Shantell](#); [Butler, Cheryl](#); [Murray, Cheryl](#); [Stewart, Neil](#); [Turner, Preston](#); [Valentin, Josue](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** Dead mouse in trap  
**Date:** Monday, June 6, 2022 7:53:17 AM

---

Good morning all,

Unable to get into OASIS. Waiting on support. Client has a dead mouse at her front door in office 4139K WJCW. Please REMOVE. Thank you

Susan Smith 202-564-6656

Roni Brugger  
Building Services Desk  
Excalibur Associates Inc. Support Contractor for the US EPA  
OARM/OA/FMSD  
Phone: 202-564-2100



**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** Documents (50) for the Pest FOIA Request  
**Date:** Friday, March 17, 2023 9:40:24 AM  
**Attachments:** [Incident INC0932279 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932273 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0931564 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0931347 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0931342 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0931079 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0931071 has been assigned to group WJCE BSD.msg](#)  
[RE Mice Report for the Previous Month.msg](#)  
[FW Mice Report for the Previous Month.msg](#)  
[Mice Report for the Previous Month.msg](#)  
[Incident INC0927788 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0927263 has been assigned to group WJCE BSD.msg](#)  
[RE Another mouse was spotted just now in WJC-East Room 4140.msg](#)  
[Incident INC0927191 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0927187 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0923531 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0918380 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0918378 has been assigned to group WJCW BSD.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Incident INC0915682 has been assigned to group WJCW BSD.msg](#)  
[Mice Report.msg](#)  
[RE Incident INC0915215 has been assigned to group WJCW BSD.msg](#)  
[Re Incident INC0915215 has been assigned to group WJCW BSD \(North Building Mice\).msg](#)  
[Incident INC0915215 has been assigned to group WJCW BSD.msg](#)  
[FW Rodents in the bay.msg](#)  
[RE Rodents in the bay.msg](#)  
[Rodents in the bay.msg](#)  
[Mice Report.msg](#)  
[Incident INC0913317 has been assigned to group WJCE BSD.msg](#)  
[Mice Report.msg](#)  
[Incident INC0912628 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0912148 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0912145 has been assigned to group WJCS BSD.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[Mice Report.msg](#)  
[RE OASIS Mice Report.msg](#)  
[Mice Report.msg](#)  
[OASIS Mice Report.msg](#)  
[Incident INC0910871 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0910864 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0910481 has been assigned to group WJCW BSD.msg](#)  
[Mice Report.msg](#)  
[Incident INC0909688 has been assigned to group WJCW BSD.msg](#)  
[Mice Report.msg](#)  
[RE 7447.msg](#)

---

**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** Documents (50) Pest FOIA Request  
**Date:** Friday, March 17, 2023 9:35:37 AM  
**Attachments:** [Incident INC0955288 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0954331 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0954129 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0954128 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0954127 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0954125 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0953827 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0953346 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0952613 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0952467 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0952263 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0952053 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0951825 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0951441 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0951257 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0951035 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0949114 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0948711 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0948109 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0947985 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0947699 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0946938 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0946940 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0946882 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0946621 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0945681 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0945625 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0945482 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0939714 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0938732 has been assigned to group WJCW BSD.msg](#)  
[Re Foul Odor.msg](#)  
[RE Foul Odor.msg](#)  
[Re Foul Odor.msg](#)  
[RE Foul Odor.msg](#)  
[Re Pest in 4215A E - Ticket # INCF 0936082.msg](#)  
[Incident INC0934467 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0933883 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0933035 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0933033 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0932963 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0932880 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0932755 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0932663 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0932474 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932470 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932313 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0932309 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932289 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932286 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0932284 has been assigned to group WJCE BSD.msg](#)

---

**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** FOIA Request Documents (50)  
**Date:** Friday, March 17, 2023 9:26:42 AM  
**Attachments:** [Incident INC0974170 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0974166 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0973612 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0973610 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0973322 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0973017 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0972983 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0972841 has been assigned to group WJCW BSD.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Re Rodent Problem in WJC East B116 B120.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Re Rodent Problem in WJC East B116 B120.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Incident INC0972544 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0972435 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0972432 has been assigned to group WJCW BSD.msg](#)  
[RE Rodent Problem in WJC East B116 B120.msg](#)  
[Incident INC0972392 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0972390 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0972216 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0972168 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0971956 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0971955 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0971909 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0971731 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0971698 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0971597 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0971595 has been assigned to group WJCE BSD.msg](#)  
[RE Mice.msg](#)  
[Incident INC0971542 has been assigned to group WJCN BSD.msg](#)  
[RE Mice.msg](#)  
[Mice.msg](#)  
[Incident INC0971373 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0971184 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0971055 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0971027 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0971015 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0970877 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0970809 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0970556 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0970219 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0970107 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0969873 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0969816 has been assigned to group WJCS BSD.msg](#)  
[Re FW MiceVacuum Service.msg](#)  
[Out of Office Re FW MiceVacuum Service.msg](#)  
[FW MiceVacuum Service .msg](#)  
[MiceVacuum Service .msg](#)  
[RE Mouse sighting.msg](#)  
[Re Mouse sighting.msg](#)

---

**From:** [Pittman, Shantell](#)  
**To:** [Robinson, Denise](#)  
**Subject:** FW: Documents for mice FOIA request  
**Date:** Tuesday, March 21, 2023 9:30:50 AM

---

---

**From:** EISD <eisd@epa.gov>  
**Sent:** Wednesday, March 15, 2023 11:09 AM  
**To:** OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW <OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW@epa.gov>  
**Subject:** Incident INC0996166 has been assigned to group WJCE BSD

## **[INC0996166 - FW: Request for mouse traps in EPA South 4109/4111](#)**

### **An incident has been assigned to WJCE BSD.**

Priority: 4 - Standard

Caller: Jeremy Schreifels

Phone: 202-343-9127

Office/Cubicle Number: 4109B -- WJC Building South

Summary: FW: Request for mouse traps in EPA South 4109/4111

To review Incident ticket in the Customer Portal, please use the button below

**[Customer Portal](#)**

Ref:MSG15387321\_QR6YgvMBwORujR6gBXG



**From:** [Stewart, Neil](#)  
**To:** [Murray, Cheryl](#)  
**Subject:** FW: FW: Pest issues in West Building  
**Date:** Thursday, March 16, 2023 4:42:09 PM

---

---

**From:** Stewart, Neil  
**Sent:** Friday, February 24, 2023 4:01 PM  
**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Cc:** Daniels, Alva <[daniels.alva@epa.gov](mailto:daniels.alva@epa.gov)>  
**Subject:** RE: FW: Pest issues in West Building

Kevin And I have are already working on it

---

**From:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Sent:** Friday, February 24, 2023 1:06 PM  
**To:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>  
**Cc:** Daniels, Alva <[daniels.alva@epa.gov](mailto:daniels.alva@epa.gov)>  
**Subject:** FW: FW: Pest issues in West Building

Hi Neil,

Please coordinate with the two folks from OCSPP to get the meeting schedule for Tuesday afternoon. Thanks

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>  
**Sent:** Friday, February 24, 2023 11:02 AM  
**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>; Chris McAleer - WPM1D <[christopher.mcaleer@gsa.gov](mailto:christopher.mcaleer@gsa.gov)>; Darrell Helton - WPM1D <[darrell.helton@gsa.gov](mailto:darrell.helton@gsa.gov)>  
**Subject:** Re: FW: Pest issues in West Building

Good Morning Yvette and Neil,

We can on Tuesday between 1pm and 430pm. Please let me know if that will work for you.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 10:43 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

|

Sounds good, thanks!

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>

**Sent:** Thursday, February 23, 2023 10:42 AM

**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>

**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>

**Subject:** Re: FW: Pest issues in West Building

Thank you as well Yvette, agreed. We are checking with the pest vendor for availability on Tuesday. I will circle back with you and Neil regarding available times to meet on Tuesday.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 10:21 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

Thanks Don. Our staff will be taking down any that they see too! I understand the frustration with the mouse problem but this is ridiculous. I'd like a meeting by Tuesday with our scientist, Neil, your team and the pest management team to discuss the problem.

Thanks,  
Yvette

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>

**Sent:** Thursday, February 23, 2023 9:59 AM

**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>

**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>

**Subject:** Re: FW: Pest issues in West Building

Good Morning,

I don't have an answer for your question. We will remove any signs that look like that.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 8:57 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

Good morning gentlemen,

WTHeck!!! Why does someone think this sign is OK?!?!????? They need to be removed immediately!!

---

**From:** Keigwin, Richard (he/him/his) <[Keigwin.Richard@epa.gov](mailto:Keigwin.Richard@epa.gov)>

**Sent:** Thursday, February 23, 2023 8:05 AM

**To:** Wooden-Aguilar, Helena <[Wooden-Aguilar.Helena@epa.gov](mailto:Wooden-Aguilar.Helena@epa.gov)>; Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>

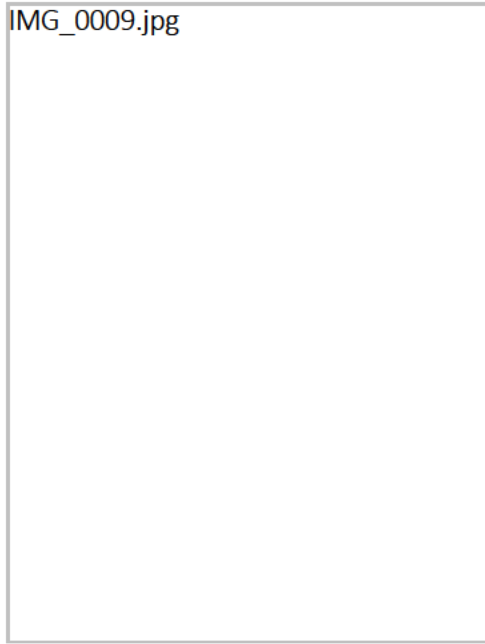
**Subject:** Pest issues in West Building

Thought I'd share the art gallery that is forming in WJC-West. Probably a sign that people's patience is wearing thin.

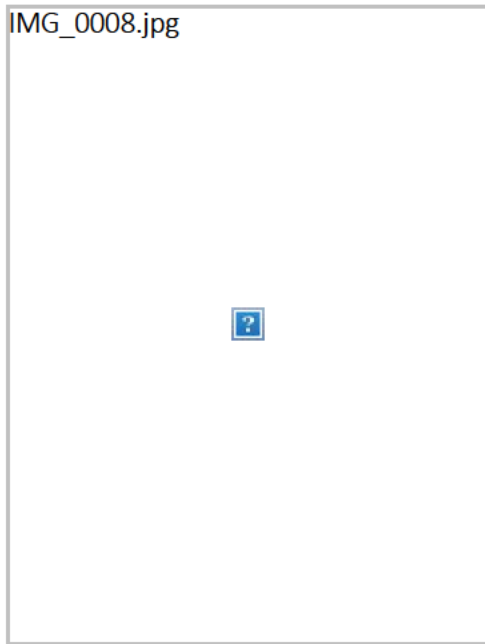
IMG\_0010.jpg



IMG\_0009.jpg



IMG\_0008.jpg



Rick Keigwin  
Deputy Assistant Administrator for Management  
Office of Chemical Safety and Pollution Prevention

Please excuse typos  
Sent from my iPhone

***Please note that I sent this at a time that was convenient for me without expectation for a response outside of business hours. If you receive this email outside of your normal***

*working hours, please know that I do not expect a response until you are back at work during your normal hours.*

**From:** [Stewart, Neil](#)  
**To:** [Murray, Cheryl](#)  
**Subject:** FW: FW: Pest issues in West Building  
**Date:** Thursday, March 16, 2023 4:41:35 PM

---

---

**From:** Stewart, Neil  
**Sent:** Friday, February 24, 2023 4:01 PM  
**To:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Subject:** FW: FW: Pest issues in West Building

FYI

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>  
**Sent:** Friday, February 24, 2023 11:02 AM  
**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>; Chris McAleer - WPM1D <[christopher.mcaleer@gsa.gov](mailto:christopher.mcaleer@gsa.gov)>; Darrell Helton - WPM1D <[darrell.helton@gsa.gov](mailto:darrell.helton@gsa.gov)>  
**Subject:** Re: FW: Pest issues in West Building

Good Morning Yvette and Neil,

We can on Tuesday between 1pm and 430pm. Please let me know if that will work for you.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 10:43 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

Sounds good, thanks!

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>  
**Sent:** Thursday, February 23, 2023 10:42 AM  
**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>  
**Subject:** Re: FW: Pest issues in West Building

Thank you as well Yvette, agreed. We are checking with the pest vendor for availability on Tuesday. I will circle back with you and Neil regarding available times to meet on Tuesday.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 10:21 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

Thanks Don. Our staff will be taking down any that they see too! I understand the frustration with the mouse problem but this is ridiculous. I'd like a meeting by Tuesday with our scientist, Neil, your team and the pest management team to discuss the problem.

Thanks,  
Yvette

---

**From:** Donald Battle - WPM1D <[don.battle@gsa.gov](mailto:don.battle@gsa.gov)>  
**Sent:** Thursday, February 23, 2023 9:59 AM  
**To:** Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Cc:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>  
**Subject:** Re: FW: Pest issues in West Building

Good Morning,

I don't have an answer for your question. We will remove any signs that look like that.

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Thu, Feb 23, 2023 at 8:57 AM Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)> wrote:

Good morning gentlemen,

WTHheck!!! Why does someone think this sign is OK?!?!???? They need to be removed immediately!!

---

**From:** Keigwin, Richard (he/him/his) <[Keigwin.Richard@epa.gov](mailto:Keigwin.Richard@epa.gov)>  
**Sent:** Thursday, February 23, 2023 8:05 AM  
**To:** Wooden-Aguilar, Helena <[Wooden-Aguilar.Helena@epa.gov](mailto:Wooden-Aguilar.Helena@epa.gov)>; Jackson, Yvette <[Jackson.Yvette@epa.gov](mailto:Jackson.Yvette@epa.gov)>  
**Subject:** Pest issues in West Building

Thought I'd share the art gallery that is forming in WJC-West. Probably a sign that people's patience is wearing thin.

IMG\_0010.jpg



IMG\_0009.jpg





IMG\_0008.jpg



Rick Keigwin  
Deputy Assistant Administrator for Management  
Office of Chemical Safety and Pollution Prevention

Please excuse typos  
Sent from my iPhone

***Please note that I sent this at a time that was convenient for me without expectation for a response outside of business hours. If you receive this email outside of your normal working hours, please know that I do not expect a response until you are back at work during your normal hours.***

**From:** [Myers, Kevin](#)  
**To:** [HQ Building Managers](#)  
**Subject:** FW: Live mouse under trash can....  
**Date:** Thursday, October 20, 2022 8:51:31 AM  
**Attachments:** [image001.png](#)

---

FYI

---

**From:** Jeffrey Dixon - WPM1D <jeff.dixon@gsa.gov>  
**Sent:** Thursday, October 20, 2022 8:48 AM  
**To:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Cc:** hakim.thompson@gsa.gov  
**Subject:** Re: Live mouse under trash can....

Good morning,

We're sending someone out to try and care for this now.



**Jeff Dixon, FMP**  
**Building Management Specialist**  
**PBS/NCR/Triangle Service Center/WPM1D**  
**1301 Constitution Avenue NW, Washington, DC 20004**  
**Cell: 202.702.5302**

On Oct 20, 2022, at 8:41 AM, Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)> wrote:

Live mouse under trash can....

---

**From:** EISD <[eisd@epa.gov](mailto:eisd@epa.gov)>  
**Sent:** Thursday, October 20, 2022 8:39 AM  
**To:** OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW <[OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW@epa.gov](mailto:OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW@epa.gov)>  
**Cc:** Valentin, Josue <[Valentin.Josue@epa.gov](mailto:Valentin.Josue@epa.gov)>; [Adickerson@tradmasters.com](mailto:Adickerson@tradmasters.com);  
[annie.boyd@gsa.gov](mailto:annie.boyd@gsa.gov); [bcaldwell@trademasters.com](mailto:bcaldwell@trademasters.com); [james.duvall@gsa.gov](mailto:james.duvall@gsa.gov);

[wjcns@trademasters.com](mailto:wjcns@trademasters.com); [zanaya.donato@gsa.gov](mailto:zanaya.donato@gsa.gov); Stewart, James L. <[Stewart.JamesL@epa.gov](mailto:Stewart.JamesL@epa.gov)>; Murray, Cheryl <[Murray.Cheryl@epa.gov](mailto:Murray.Cheryl@epa.gov)>; [faviola.manigat@chimes.org](mailto:faviola.manigat@chimes.org); [faviola.manigat@gsa.gov](mailto:faviola.manigat@gsa.gov); [jacqueline.drew-pittinger@gsa.gov](mailto:jacqueline.drew-pittinger@gsa.gov); MichelleA.Brown@Chimes.org; [Pstack@tower-fm.com](mailto:Pstack@tower-fm.com); Brandon Shandtell <[brandon.shandtell@epa.gov](mailto:brandon.shandtell@epa.gov)>; Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>; Butler, Cheryl <[Butler.Cheryl@epa.gov](mailto:Butler.Cheryl@epa.gov)>

**Subject:** Incident INC0900389 has been assigned to group WJCE BSD

## **INC0900389 - \*\*\*2nd Request\*\*\*Live mouse still under trash can outside of 4126C WJCE**

**An incident has been assigned to WJCE BSD.**

Priority: 4 - Standard

Caller: Janet Weiner

Phone: 202-564-2309

Office/Cubicle Number: 4126C -- WJC Building East

Summary: \*\*\*2nd Request\*\*\*Live mouse still under trash can outside of 4126C WJCE

To view this incident, please use the [blue](#) button below.

[Take me to the Incident](#)

Ref:MSG13632451\_9tA5luCh0FiWU6tlGVX

**From:** [Myers, Kevin](#)  
**To:** [hakim.thompson@gsa.gov](mailto:hakim.thompson@gsa.gov); [jeff.dixon@gsa.gov](mailto:jeff.dixon@gsa.gov)  
**Subject:** FW: Pest problem  
**Date:** Thursday, October 20, 2022 8:37:00 AM

---

This is a problem...the 4100 corridor just had 6 mouse tickets placed. Yesterday, Neil trapped a baby under a trash can and Ms Kovner has caught a couple....

---

**From:** Kovner, Karissa <[Kovner.Karissa@epa.gov](mailto:Kovner.Karissa@epa.gov)>  
**Sent:** Wednesday, October 19, 2022 4:16 PM  
**To:** Murray, Cheryl <[Murray.Cheryl@epa.gov](mailto:Murray.Cheryl@epa.gov)>  
**Subject:** RE: Pest problem

Thanks so much – I will not be in tomorrow but I will leave my door unlocked (all my confidential docs are locked up).

Can you please just confirm that someone is coming for the live mouse tonight? I don't want to lock up the space and not have someone be able to get it tonight. I am not proud to have caught two today, but I am getting pretty good at it! Someone else got the third in his office and I am confident there are many, many more. I assume they are coming out of the heating ducts?

---

**From:** Murray, Cheryl <[Murray.Cheryl@epa.gov](mailto:Murray.Cheryl@epa.gov)>  
**Sent:** Wednesday, October 19, 2022 4:11 PM  
**To:** Kovner, Karissa <[Kovner.Karissa@epa.gov](mailto:Kovner.Karissa@epa.gov)>  
**Subject:** Pest problem

Hello Karrissa,

My Branch Chief, Kevin Myers, Division Director Neil Stewart and I stopped by your office to discuss the pest issue. GSA is aware of the problem. We'll have the pest management company visit the spaces you noted to set down more traps. If you are in tomorrow, I'll stop back pass. Many thanks and call me if you have any questions or concerns.

Cheryl D. Murray  
Building Manager  
Ronald Reagan Building, Room M312K  
(202) 564-3003 (Office)  
(202) 510-3395 (Cell)  
(202) 564-2590 (Fax)

**From:** [Stewart, Neil](#)  
**To:** [Murray, Cheryl](#)  
**Subject:** FW: Pest Questions  
**Date:** Thursday, March 16, 2023 4:40:21 PM

---

---

**From:** Donald Battle - WPM1D <don.battle@gsa.gov>  
**Sent:** Tuesday, March 14, 2023 10:33 AM  
**To:** Stewart, Neil <Stewart.Neil@epa.gov>  
**Cc:** Darrell Helton - WPM1D <darrell.helton@gsa.gov>; Chris McAleer - WPM1D <christopher.mcaleer@gsa.gov>  
**Subject:** Re: Pest Questions

Neil,

The responses are below. Do you want to meet at noon today or later in the week?

Which rodent pests (mice/rats/both) are in and around the office? **Mice.**

- Where (buildings, floors, courtyards) are they? **All buildings included and outside of the building.**
- How long has GSA known about the infestation/when did it start? **The buildings don't have an Infestation.**
- What kinds of damage are they causing? **Could cause gnawing of cables/wiring/paperwork.**
- What non-chemical control tools (snap traps, glue traps, bitterants, increased sanitation, etc.) are you currently using & where? **Mechanical methods only i.e., interior rodent devices such as humane rodent snap traps and accessible voids under 3" in diameter - we seal/exclude.**
- Are there tools you have tried and stopped using? **No, We are using every allowable means of catching.**
- What chemical control tools (rodenticides) are you currently using & where? **Carbon Monoxide gas on exterior rodent burrows only. No rodenticide permitted on the interior.**
- If not using chemical control tools, then why not? **Not permitted to use rodenticides on the interior.**
- Is there a set threshold at which rodenticides are deemed necessary for rodent control? **Threshold to be set by GSA Safety.**
- Have outside groups such as professional exterminators been consulted? **Yes-HP Pest Solutions.**
- Are your available control options shaped or constrained by GSA requirements or guidance? **Yes, GSA guidance and Federal Requirements.**
- How successful have control efforts been? **Markedly as complaints have reduced where increased frequency of service has been employed. After a recent mass trapping exercise, we have now implemented a complaint tracking tool to identify "hot spots" for more focused aggressive action.**
- Have rodent populations increased or decreased over the past year? **Building structures vacant during the pandemic have allowed the rodent population to increase.**
- What would the next steps be if the infestation worsened? **Building infrastructure - structural deficiencies need to be vigorously addressed. i.e., all entry**

**points are sealed. Storage issues addressed, Mass cleaning of space, etc.**

Donald D Battle  
Director  
Triangle Service Delivery Team  
202 437-8609 Cell

On Wed, Mar 8, 2023 at 4:30 PM Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)> wrote:

Don,

Per our conversation, here are the questions and comments we received from the EPA employees:

- Which rodent pests (mice/rats/both) are in and around the office?
- Where (buildings, floors, courtyards) are they?
- How long has GSA known about the infestation/when did it start?
- What kinds of damage are they causing?
- What non-chemical control tools (snap traps, glue traps, bitterants, increased sanitation, etc.) are you currently using & where?
  - Are there tools you have tried and stopped using?
- What chemical control tools (rodenticides) are you currently using & where?
  - If not using chemical control tools, then why not?
  - Is there a set threshold at which rodenticides are deemed necessary for rodent control?
- Have outside groups such as professional exterminators been consulted?
- Are your available control options shaped or constrained by GSA requirements or guidance?
- How successful have control efforts been? Have rodent populations increased or decreased over the past year?
- What would the next steps be if the infestation worsened?

We've also heard about a similar infestation in the Region 4 building in Atlanta and wanted to know if HQ is implementing the same management strategies, and how the infestations compare.

Thanks,  
Neil

Neil Stewart, Director  
Facilities Management and Services Division  
Office of Administration

Environmental Protection Agency  
202-564-9436 (D)  
202-770-5653 (M)

**From:** [EISD](#)  
**To:** [Myers, Kevin](#)  
**Subject:** Incident INC0967663 has been opened on your behalf  
**Date:** Wednesday, February 1, 2023 3:01:42 PM

---

## **INC0967663 - Mouse siting in room# 4407D WJCN Please set traps**

### **An incident has been opened on your behalf.**

Thank you for contacting EPA IT support! An incident has been opened for you and a technician will begin working to solve your issue promptly.

#### End User Portal

The button below will take you to a personalized portal page specific to your incident where you can check the status and other details of your incident. You may also type questions directly to the support group handling your issue.

**Take me to the Incident**

#### Email

Please reply to this email directly so that all correspondence is kept with your original ticket. Sending separate emails will create duplicate tickets for your issue which may adversely impact your resolution time as we spend time consolidating the information.

Thank you for your patience while we work to resolve your issue.

Visit the [End User Portal](#) for additional services, or call the Enterprise Help Desk at 1-866-411-4372 for assistance

Ref:MSG14875371\_qfNCQnnfzVILGFJzKZD



**From:** [EISD](#)  
**To:** [OMS-ARM-OA-FMSD-BSD-BCC-WJC-N-S](#)  
**Subject:** Incident INC0997493 has been assigned to group WJCN BSD  
**Date:** Thursday, March 16, 2023 2:14:45 PM

---

## **[INC0997493 - FW: in office mousetrap tripped](#)**

**An incident has been assigned to WJCN BSD.**

Priority: 4 - Standard

Caller: Jonathan Averbach

Phone: 202-564-1064

Office/Cubicle Number: 7426BB -- WJC Building North

Summary: FW: in office mousetrap tripped

To review Incident ticket in the Customer Portal, please use the button below

[Customer Portal](#)

Ref:MSG15410653\_RWMnxnlW0jrB0XGoHA9

**From:** [EISD](#)  
**To:** [OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW](#)  
**Subject:** Incident INC0997496 has been assigned to group WJCW BSD  
**Date:** Thursday, March 16, 2023 2:08:49 PM

---

## **[INC0997496 - Mouse poop under desk at West 7355M](#)**

**An incident has been assigned to WJCW BSD.**

Priority: 4 - Standard

Caller: Tracy Bone

Phone: 202-564-5257

Office/Cubicle Number: 7355M -- WJC Building West

Summary: Mouse poop under desk at West 7355M

To review Incident ticket in the Customer Portal, please use the button below

[Customer Portal](#)

Ref:MSG15410577\_IqekGZM71H8vWA1kByO

**From:** [EISD](#)  
**To:** [OMS-ARM-OA-FMSD-BSD-BCC-WJC-N-S](#)  
**Subject:** Incident INC0997555 has been assigned to group WJCN BSD  
**Date:** Thursday, March 16, 2023 2:51:43 PM

---

## **[INC0997555 - evidence of mice](#)**

### **An incident has been assigned to WJCN BSD.**

Priority: 4 - Standard

Caller: Johahna Johnson

Phone: 202-564-6119

Office/Cubicle Number: 7353G -- WJC Building North

Summary: evidence of mice

To review Incident ticket in the Customer Portal, please use the button below

[Customer Portal](#)

Ref:MSG15411424\_vu7r2sC2XGqI2oNHA6J

**From:** [EISD](#)  
**To:** [OMS-ARM-OA-FMSD-BSD-BCC-WJC-E-W-CW](#)  
**Subject:** Incident INC0997634 has been assigned to group WJCW BSD  
**Date:** Thursday, March 16, 2023 3:52:43 PM

---

## **[INC0997634 - Mice infestation - WJC Building West, 4339V](#)**

**An incident has been assigned to WJCW BSD.**

Priority: 4 - Standard

Caller: David Gardner

Phone: 202-566-2677

Office/Cubicle Number: 4339V -- WJC Building West

Summary: Mice infestation - WJC Building West, 4339V

To review Incident ticket in the Customer Portal, please use the button below

**[Customer Portal](#)**

Ref:MSG15412786\_IGXaAnTmi9IEZPcZEyc



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460

OFFICE OF  
MISSION SUPPORT

March 22, 2023

Mr. Kevin Bogardus  
E & E News  
1000 Wilson Boulevard, 8<sup>th</sup> Floor  
Arlington, VA 22209

RE: Request Number **EPA-2023-002657**

Dear Mr. Bogardus:

Thank you for our Freedom of Information Act request. This letter concerns the above-referenced Freedom of Information Act (FOIA) request received by the U.S. Environmental Protection Agency (EPA) Freedom of Information Office on February 27, 2023, in which you requested “written records held by EPA documenting, memorializing and/or otherwise recording reports of “the ongoing issue with mice in the William Jefferson Clinton (WJC) buildings,” otherwise known as EPA headquarters, from Jan. 1, 2022 to the date that this request is processed.

Records responsive to my request are including but not limited to contemporaneous notes of phone calls made to the Building Service Desk at (202) 564-2100 and emails sent to [HQBuildingManagers@epa.gov](mailto:HQBuildingManagers@epa.gov) that describe rodents; rodents’ nests; rodents’ droppings; food, furniture, paper and any other material chewed on or through by rodents; and/or any other sign of rodent infestation.”

Disposition

The Office of Mission Support, Office of Administration, has reviewed your request and is providing a full release.

Final Appeal Rights and Contact Information

You can access the records via FOIAonline

This letter concludes our response to your request. You may appeal this determination by email at [hq.foia@epa.gov](mailto:hq.foia@epa.gov), or by mail to the EPA’s National FOIA Office, U.S. EPA, 1200 Pennsylvania Avenue, N.W. (2310A), Washington, DC 20460 or through FOIAonline if you are an account holder. If you are submitting your appeal by hand delivery, courier service, or overnight delivery, you must address your correspondence to 1200 Pennsylvania, N.W., WJC-N Building, Room 7309C, Washington, DC 20460.

Your appeal must be in writing, and it must be received no later than 90 calendar days from the date of this letter. The Agency will not consider appeals received after the 90-calendar-day limit. Appeals received after 5:00 p.m. EST will be considered received the next business day. The appeal letter should include the FOIA tracking number listed above. For quickest possible handling, the subject line of your email, the appeal letter, and its envelope, if applicable, should be marked "Freedom of Information Act Appeal."

If you need any further assistance or would like to discuss any aspect of your request, you may seek assistance from EPA's FOIA Public Liaison at [hq.foia@epa.gov](mailto:hq.foia@epa.gov) or call (202) 566-1667. You may also seek assistance from the Office of Government Information Services (OGIS). You may contact OGIS in any of the following ways: by mail, Office of Government Information Services, National Archives and Records Administration 8601 Adelphi Road, college Park, MD 20740-6001; email: [ogis@nara.gov](mailto:ogis@nara.gov); telephone: (202) 741-5770 or (877) 684-6448; or fax: (202) 741-5769. For all media inquiries, please contact [press@epa.gov](mailto:press@epa.gov).

If you have any questions concerning this response, please contact Neil Stewart of my staff at (202) 564-9436.

Sincerely,

---

Yvette Jackson, Director  
Office of Administration



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460

OFFICE OF  
MISSION SUPPORT

March 22, 2023

Mr. Kevin Bogardus  
E & E News  
1000 Wilson Boulevard, 8<sup>th</sup> Floor  
Arlington, VA 22209

RE: Request Number **EPA-2023-002657**

Dear Mr. Bogardus:

Thank you for our Freedom of Information Act request. This letter concerns the above-referenced Freedom of Information Act (FOIA) request received by the U.S. Environmental Protection Agency (EPA) Freedom of Information Office on February 27, 2023, in which you requested “written records held by EPA documenting, memorializing and/or otherwise recording reports of “the ongoing issue with mice in the William Jefferson Clinton (WJC) buildings,” otherwise known as EPA headquarters, from Jan. 1, 2022 to the date that this request is processed.

Records responsive to my request are including but not limited to contemporaneous notes of phone calls made to the Building Service Desk at (202) 564-2100 and emails sent to [HQBuildingManagers@epa.gov](mailto:HQBuildingManagers@epa.gov) that describe rodents; rodents’ nests; rodents’ droppings; food, furniture, paper and any other material chewed on or through by rodents; and/or any other sign of rodent infestation.”

Disposition

The Office of Mission Support, Office of Administration, has reviewed your request and is providing a full release.

Final Appeal Rights and Contact Information

You can access the records via FOIAonline

This letter concludes our response to your request. You may appeal this determination by email at [hq.foia@epa.gov](mailto:hq.foia@epa.gov), or by mail to the EPA’s National FOIA Office, U.S. EPA, 1200 Pennsylvania Avenue, N.W. (2310A), Washington, DC 20460 or through FOIAonline if you are an account holder. If you are submitting your appeal by hand delivery, courier service, or overnight delivery, you must address your correspondence to 1200 Pennsylvania, N.W., WJC-N Building, Room 7309C, Washington, DC 20460.

Your appeal must be in writing, and it must be received no later than 90 calendar days from the date of this letter. The Agency will not consider appeals received after the 90-calendar-day limit. Appeals received after 5:00 p.m. EST will be considered received the next business day. The appeal letter should include the FOIA tracking number listed above. For quickest possible handling, the subject line of your email, the appeal letter, and its envelope, if applicable, should be marked "Freedom of Information Act Appeal."

If you need any further assistance or would like to discuss any aspect of your request, you may seek assistance from EPA's FOIA Public Liaison at [hq.foia@epa.gov](mailto:hq.foia@epa.gov) or call (202) 566-1667. You may also seek assistance from the Office of Government Information Services (OGIS). You may contact OGIS in any of the following ways: by mail, Office of Government Information Services, National Archives and Records Administration 8601 Adelphi Road, college Park, MD 20740-6001; email: [ogis@nara.gov](mailto:ogis@nara.gov); telephone: (202) 741-5770 or (877) 684-6448; or fax: (202) 741-5769. For all media inquiries, please contact [press@epa.gov](mailto:press@epa.gov).

If you have any questions concerning this response, please contact Neil Stewart of my staff at (202) 564-9436.

Sincerely,

---

Yvette Jackson, Director  
Office of Administration



**From:** [Murray, Cheryl](#)  
**To:** [Robinson, Denise](#)  
**Cc:** [Myers, Kevin](#)  
**Subject:** Pest FOIA Documents (50)  
**Date:** Friday, March 17, 2023 9:24:15 AM  
**Attachments:** [Your incident INC0900330 has been resolved.msg](#)  
[Your incident INC0900331 has been resolved.msg](#)  
[Incident INC0986380 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0986031 has been assigned to group WJCW BSD.msg](#)  
[RE miscfacilities pest control.msg](#)  
[FW miscfacilities pest control.msg](#)  
[Incident INC0985418 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0985012 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0984151 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0983542 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0982238 has been assigned to group WJCN BSD.msg](#)  
[FW Status of Tickets re mice in WJCS 2207.msg](#)  
[Incident INC0981888 has been assigned to group WJCS BSD.msg](#)  
[FW Status of Tickets re mice in WJCS 2207.msg](#)  
[Incident INC0981751 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0981384 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0981106 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980970 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0980746 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980652 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0980363 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0980221 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0980220 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0980099 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980097 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980095 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980094 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980092 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0980090 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0978935 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0978934 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0977979 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0976873 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0976795 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0976350 has been assigned to group WJCE BSD.msg](#)  
[Incident INC0976246 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0976208 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0976207 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0976016 has been assigned to group WJCS BSD.msg](#)  
[Incident INC0975890 has been assigned to group WJCE BSD.msg](#)  
[RE Rodent Spotting WJC North 4411.msg](#)  
[RE Rodent Spotting WJC North 4411.msg](#)  
[Incident INC0975592 has been assigned to group WJCN BSD.msg](#)  
[RE Rodent Spotting WJC North 4411.msg](#)  
[RE Rodent Spotting WJC North 4411.msg](#)  
[Incident INC0975405 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0974930 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0974925 has been assigned to group WJCW BSD.msg](#)  
[Incident INC0974172 has been assigned to group WJCN BSD.msg](#)  
[Incident INC0974167 has been assigned to group WJCN BSD.msg](#)

---

**From:** [Essoka, Jonathan](#)  
**To:** [Myers, Kevin](#); [Teplitzky, Andy](#)  
**Cc:** [Kelly, Sharquita](#); [Valentin, Josue](#)  
**Subject:** RE: Dead Mouse  
**Date:** Tuesday, July 19, 2022 4:22:28 PM

---

Yes, and he disinfected the area where it was located.

**From:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Sent:** Tuesday, July 19, 2022 4:21 PM  
**To:** Essoka, Jonathan <ESSOKA.JONATHAN@EPA.GOV>; Teplitzky, Andy <Teplitzky.Andy@epa.gov>  
**Cc:** Kelly, Sharquita <Kelly.Sharquita@epa.gov>; Valentin, Josue <Valentin.Josue@epa.gov>  
**Subject:** RE: Dead Mouse

Okay- thank you. So just to confirm, Chimes is at the location and removing it?

Kevin L. Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112  
202-604-1798

**From:** Essoka, Jonathan <[ESSOKA.JONATHAN@EPA.GOV](mailto:ESSOKA.JONATHAN@EPA.GOV)>  
**Sent:** Tuesday, July 19, 2022 4:20 PM  
**To:** Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>; Teplitzky, Andy <[Teplitzky.Andy@epa.gov](mailto:Teplitzky.Andy@epa.gov)>  
**Cc:** Kelly, Sharquita <[Kelly.Sharquita@epa.gov](mailto:Kelly.Sharquita@epa.gov)>  
**Subject:** RE: Dead Mouse

It's dead on the floor not it a trap. The gentleman is here in room 1402-S WJC North Bldg dealing with it now. Thank you.

**From:** Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>  
**Sent:** Tuesday, July 19, 2022 4:17 PM  
**To:** Teplitzky, Andy <[Teplitzky.Andy@epa.gov](mailto:Teplitzky.Andy@epa.gov)>  
**Cc:** Kelly, Sharquita <[Kelly.Sharquita@epa.gov](mailto:Kelly.Sharquita@epa.gov)>; Essoka, Jonathan <[ESSOKA.JONATHAN@EPA.GOV](mailto:ESSOKA.JONATHAN@EPA.GOV)>  
**Subject:** RE: Dead Mouse

What is the building/room #? Is it in a trap or loose?

Kevin L. Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112

202-604-1798

**From:** Teplitzky, Andy <[Teplitzky.Andy@epa.gov](mailto:Teplitzky.Andy@epa.gov)>  
**Sent:** Tuesday, July 19, 2022 4:16 PM  
**To:** Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>  
**Cc:** Kelly, Sharquita <[Kelly.Sharquita@epa.gov](mailto:Kelly.Sharquita@epa.gov)>; Essoka, Jonathan <[ESSOKA.JONATHAN@EPA.GOV](mailto:ESSOKA.JONATHAN@EPA.GOV)>  
**Subject:** FW: Dead Mouse  
**Importance:** High

Hi Kevin. Hope you don't mind if I contact you directly, but we have a dead mouse situation that needs to be addressed. See below and thanks!

Andy Teplitzky  
Acting Deputy Associate Administrator  
Office of Policy  
U.S. Environmental Protection Agency  
202-566-2947 (work and cell)  
[teplitzky.andy@epa.gov](mailto:teplitzky.andy@epa.gov)

---

**From:** Essoka, Jonathan <[ESSOKA.JONATHAN@EPA.GOV](mailto:ESSOKA.JONATHAN@EPA.GOV)>  
**Sent:** Tuesday, July 19, 2022 3:29 PM  
**To:** Teplitzky, Andy <[Teplitzky.Andy@epa.gov](mailto:Teplitzky.Andy@epa.gov)>  
**Subject:** Dead Mouse  
**Importance:** High

Andy,  
Who can I contact about removing a dead mouse in Surabhi's office? It's pretty disgusting. Thanks.

Jonathan

**Jonathan D. Essoka, Ph.D.**  
Acting Division Director  
Community Assistance and Research Division  
Office of Community Revitalization  
USEPA  
215.814.5774 | [essoka.jonathan@epa.gov](mailto:essoka.jonathan@epa.gov)  
215-605-7824 (cell)

"The generation that destroys the environment is not the generation that pays the price. That is the problem." - Nobel Peace Prize Winner, Wangari Maathai

**From:** [Jackson, Yvette](#)  
**To:** [Myers, Kevin](#); [Stewart, Neil](#); [Daniels, Alva](#)  
**Subject:** RE: Mice sighting in 7228 WJC South  
**Date:** Tuesday, October 25, 2022 10:11:27 AM

---

Thanks Kevin.

Neil, please check in with Don on the status, frequency and plan of action of the exterminator.

Thanks,  
Yvette

---

**From:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Sent:** Tuesday, October 25, 2022 9:37 AM  
**To:** Jackson, Yvette <Jackson.Yvette@epa.gov>; Stewart, Neil <Stewart.Neil@epa.gov>; Daniels, Alva <daniels.alva@epa.gov>  
**Subject:** Mice sighting in 7228 WJC South

Just letting you know that we had our first recent day-time mouse incident in the WJCS (7228). A mouse ran across an employee's foot. She jumped onto her desk surface and didn't want to come down. Cheryl Murray is taking a look at the space.

Kevin L. Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112  
202-604-1798

**From:** [Fisher, Mike](#)  
**To:** [Cavanaugh, Charles](#)  
**Cc:** [Stewart, James L.](#); [Myers, Kevin](#); [Stewart, Neil](#); [Murray, Cheryl](#)  
**Subject:** Re: Mouse problem  
**Date:** Tuesday, February 7, 2023 10:54:21 PM  
**Attachments:** [image001.png](#)

---

It was called in this afternoon, thanks.

Michael R. Fisher  
Director, Legal Counsel Division  
Office of Criminal Enforcement, Forensics & Training  
U.S. EPA  
1200 Pennsylvania Ave. N.W.  
WJC South Room 1202D (Mail Code 2232A)  
Washington, D.C. 20004  
202 564 1063

Help EPA fight pollution - report environmental violations at <http://www.epa.gov/tips>

On Feb 7, 2023, at 5:12 PM, Cavanaugh, Charles <[Cavanaugh.Charles@epa.gov](mailto:Cavanaugh.Charles@epa.gov)> wrote:

I'll defer to Mike Fisher. Its his bay and he may have called it in already.

Appreciate your assistance though!

---

**Chuck Cavanaugh**

Associate Director and Deputy Ethics Official  
Office of Criminal Enforcement, Forensics and Training  
Room 1211 WJC-S, (MC 2231A)  
Office of Enforcement and Compliance Assurance  
United States Environmental Protection Agency  
Desk: (202) 564-0791  
Main line: (202) 564-2480

<image001.png>

Help EPA fight pollution - report environmental violations at  
<http://www.epa.gov/tips>

---

**From:** Stewart, James L. <[Stewart.JamesL@epa.gov](mailto:Stewart.JamesL@epa.gov)>

**Sent:** Tuesday, February 7, 2023 5:11 PM

**To:** Cavanaugh, Charles <Cavanaugh.Charles@epa.gov>; Myers, Kevin <Myers.Kevin@epa.gov>; Stewart, Neil <Stewart.Neil@epa.gov>

**Cc:** Fisher, Mike <Fisher.Mike@epa.gov>; Murray, Cheryl <Murray.Cheryl@epa.gov>

**Subject:** RE: Mouse problem

Send me the location and I will submit it for you. Thanks

James L. Stewart  
Security Specialist  
Environmental Protection Agency  
HQ's Guard Force Manager  
202-564-7841 - Desk  
202-450-0284 - Cell

You can find the EPA HQ Visitor Request Form and HQ Badge Office Customer Experience Survey here:

[EPA HQSecurity SharePoint](#)

---

**From:** Cavanaugh, Charles <[Cavanaugh.Charles@epa.gov](mailto:Cavanaugh.Charles@epa.gov)>

**Sent:** Tuesday, February 7, 2023 5:07 PM

**To:** Stewart, James L. <[Stewart.JamesL@epa.gov](mailto:Stewart.JamesL@epa.gov)>; Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>; Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>

**Cc:** Fisher, Mike <[Fisher.Mike@epa.gov](mailto:Fisher.Mike@epa.gov)>; Murray, Cheryl <[Murray.Cheryl@epa.gov](mailto:Murray.Cheryl@epa.gov)>

**Subject:** RE: Mouse problem

We'll give it a try. We haven't had great luck actually getting a hold of a person or a call back on prior issues. Will let you know how we progress on this one.

---

**Chuck Cavanaugh**

Associate Director and Deputy Ethics Official  
Office of Criminal Enforcement, Forensics and Training  
Room 1211 WJC-S, (MC 2231A)  
Office of Enforcement and Compliance Assurance  
United States Environmental Protection Agency  
Desk: (202) 564-0791  
Main line: (202) 564-2480

<image001.png>

Help EPA fight pollution - report environmental violations at  
<http://www.epa.gov/tips>

---

**From:** Stewart, James L. <[Stewart.JamesL@epa.gov](mailto:Stewart.JamesL@epa.gov)>  
**Sent:** Tuesday, February 7, 2023 4:06 PM  
**To:** Cavanaugh, Charles <[Cavanaugh.Charles@epa.gov](mailto:Cavanaugh.Charles@epa.gov)>; Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>; Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>  
**Cc:** Fisher, Mike <[Fisher.Mike@epa.gov](mailto:Fisher.Mike@epa.gov)>; Murray, Cheryl <[Murray.Cheryl@epa.gov](mailto:Murray.Cheryl@epa.gov)>  
**Subject:** RE: Mouse problem

Hello Chuck,

Please call this into the BSD at 202-564-2100. GSA has been ramping up their efforts to combat the mouse problem at the FTC. Please ensure that you let the BSD know the location. I'm sorry that you and your staff are going thru this. Thanks

James L. Stewart  
Security Specialist  
Environmental Protection Agency  
HQ's Guard Force Manager  
202-564-7841 - Desk  
202-450-0284 - Cell

You can find the EPA HQ Visitor Request Form and HQ Badge Office Customer Experience Survey here:  
[EPA HQSecurity SharePoint](#)

---

**From:** Cavanaugh, Charles <[Cavanaugh.Charles@epa.gov](mailto:Cavanaugh.Charles@epa.gov)>  
**Sent:** Tuesday, February 7, 2023 4:00 PM  
**To:** Stewart, James L. <[Stewart.JamesL@epa.gov](mailto:Stewart.JamesL@epa.gov)>; Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>; Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>  
**Cc:** Fisher, Mike <[Fisher.Mike@epa.gov](mailto:Fisher.Mike@epa.gov)>  
**Subject:** Mouse problem

Good afternoon gents:

We seem to have a rodent issue (more so then pre-pandemic days) on the first floor of WJC S – the 1200 bay). These photos are from a SEE's desk (1202) demonstrating the little buggers are getting up on and relieving themselves on the desks. Not the healthiest of work environments for our folks.

Can we get some additional pest control assistance down there? We saw some traditional snap traps outside some of our office doors last week, but weren't really sure they were baited (seemed empty). Any assistance would be greatly appreciated.

---

## Chuck Cavanaugh

Associate Director and Deputy Ethics Official  
Office of Criminal Enforcement, Forensics and Training  
Room 1211 WJC-S, (MC 2231A)  
Office of Enforcement and Compliance Assurance  
United States Environmental Protection Agency  
Desk: (202) 564-0791  
Main line: (202) 564-2480

<image001.png>

Help EPA fight pollution - report environmental violations at  
<http://www.epa.gov/tips>



**From:** [Kramer, George](#)  
**To:** [Butler, Cheryl](#); [HQ Building Managers](#)  
**Cc:** [Louie-Juzwiak, Rosanna](#)  
**Subject:** Re: Mouse sighting  
**Date:** Thursday, February 2, 2023 1:36:27 PM

---

**Thank you, I will do that.**

**From:** Butler, Cheryl <Butler.Cheryl@epa.gov>  
**Sent:** Thursday, February 2, 2023 1:25 PM  
**To:** Kramer, George <Kramer.George@epa.gov>; HQ Building Managers <HQBuildingManagers@epa.gov>  
**Cc:** Louie-Juzwiak, Rosanna <Louie-Juzwiak.Rosanna@epa.gov>  
**Subject:** RE: Mouse sighting

Hello George,

Please call BSD @ 564-2100 to put in a ticket for this issue.

Thanks !

Cheryl Butler  
Environmental Protection Agency Headquarters  
1300 Pennsylvania Avenue, N. W.  
Building Manager (RRB Building)  
Environmental Protection Agency  
OMS/Facilities Management and Services Division  
Headquarters Operations Branch  
Desk: 202-564-6788

---

**From:** Kramer, George <Kramer.George@epa.gov>  
**Sent:** Thursday, February 02, 2023 1:23 PM  
**To:** HQ Building Managers <HQBuildingManagers@epa.gov>  
**Cc:** Louie-Juzwiak, Rosanna <Louie-Juzwiak.Rosanna@epa.gov>  
**Subject:** Mouse sighting

**FYI, I saw a mouse yesterday ~5 PM in the vicinity of 6312K -- WJC Building West.**

**From:** [Saunders, Jennifer \(she/her/hers\)](#)  
**To:** [Myers, Kevin](#)  
**Subject:** RE: mouse trap  
**Date:** Wednesday, February 1, 2023 6:33:57 AM

---

Much appreciated! Yuck lol

---

**From:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Sent:** Wednesday, February 1, 2023 6:24 AM  
**To:** Saunders, Jennifer (she/her/hers) <Saunders.Jennifer@epa.gov>  
**Cc:** HQ Building Managers <HQBuildingManagers@epa.gov>  
**Subject:** Re: mouse trap

Hi Jennifer-

I apologize; GSA has been conducting increased mouse control mitigation efforts which includes the placing of a large number of traps on floors with higher than usual mouse sightings (even if not specifically in your space). It was probably placed over the weekend and was supposed to be removed. We will take care of it shortly.

Thanks

Kevin L Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112

On Feb 1, 2023, at 5:53 AM, Saunders, Jennifer (she/her/hers)  
<[Saunders.Jennifer@epa.gov](mailto:Saunders.Jennifer@epa.gov)> wrote:

Hello, I came into my office today and there's a mouse trap right out in the open. I haven't seen anything in my office or called anything in so I'm wondering why it's there and, if it's needed, if someone can move it to a less conspicuous place. Thanks, I'm in 4104K in West.

Jennifer Urbanski Saunders, Ph.D.  
Registration Division (7505T)  
Office of Pesticide Programs  
U.S. Environmental Protection Agency  
(202) 566-2885

*Please note that I sent this at a time that was convenient for me without expectation for a response outside of business hours. If you receive this email outside of your normal working hours, please know that I do not expect a response until you are back at work during your normal hours.*

**From:** [Zanaya Donato - WPM1D](#)  
**To:** [Myers Kevin](#)  
**Cc:** [brandon.gross@gsa.gov](#); [james.duvall@gsa.gov](#); [Valentin Josue](#); [Stewart Neil](#); [Darrell Helton - WPM1D](#); [michael.longusii@gsa.gov](#)  
**Subject:** Re: Mouse traps 4407D and 4411 WJCN  
**Date:** Thursday, February 2, 2023 10:58 00 AM

---

Good Morning Kevin,

I have confirmed with Chimes that traps were set and this GSA conducted mass trapping over this past weekend and the traps were most likely removed during that effort by pest management. I have also confirmed someone has gone up to the office to place additional traps as requested and the offices were added to the monitoring list.

On Thu, Feb 2, 2023 at 7:48 AM Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)> wrote:

Good morning GSA-

I am following up on some tickets placed for mice sightings and trap requests on 01/26

INC0962603	01/26/2023 06:14:08	Natalia Sorgente	Pest Management	Mice in 4411 WJCN	Mice in 4411 WJCN	4407D -- WJC Building North
INC0962602	01/26/2023 06:12:42	Faisal Amin	Pest Management	Mice in 4406 WJCN	Mice in 4406 WJCN	4406 -- WJC Building North

I went by 4411/4407D yesterday and did not see any evidence of mouse traps. The occupant is requesting these be placed asap. I called in new tickets. 4407D WJCN is an unlocked office that is requesting traps. 4411 is the main door area. Traps can be placed around the copy machine for 4411 and common space. Please also follow-up on 4406 as well.

INC0967663	02/01/2023 15:00:46	Kevin Myers	Pest Management	Mouse siting in room# 4407D WJCN Please set traps	Mouse siting in room# 4407D WJCN Please set traps
INC0967659	02/01/2023 14:59:59	Kevin Myers	Pest Management	Mouse siting in room# 4411 WJCN Please set traps	Mouse siting in room# 4411 WJCN Please set traps

Thanks-

Kevin L. Myers

Chief, HQ Operations Branch

OMS/OA/FMSD

202-564-3112

202-604-1798



**Zanaya Donato**  
**Supervisory Building Manager - EPA Team**  
National Capital Region | Triangle Service Center (WPM1D)  
1200 Pennsylvania Ave, NW | Washington, DC 20004  
202-208-5930 office | 202-440-3406 cell

[Zanaya.Donato@gsa.gov](mailto:Zanaya.Donato@gsa.gov)

**From:** [Hansel, Jeana](#)  
**To:** [Stewart, Neil](#); [Myers, Kevin](#)  
**Cc:** [Kells, Brad](#); [Proctor, Melanie](#)  
**Subject:** RE: Rodent control discussion with GSA  
**Date:** Tuesday, March 7, 2023 2:17:10 PM

---

Good afternoon Neil,

Sorry for the delay in sending along our questions – Brad was out of the office yesterday & I wanted to make sure that everything was in order before sending them along to you. We appreciate your facilitation, and as mentioned before this isn't for a formal work product, just looking to have an informal discussion with the rodent control team.

- Which rodent pests (mice/rats/both) are in and around the office?
- Where (buildings, floors, courtyards) are they?
- How long has GSA known about the infestation/when did it start?
- What kinds of damage are they causing?
- What non-chemical control tools (snap traps, glue traps, bitterants, increased sanitation, etc.) are you currently using & where?
  - Are there tools you have tried and stopped using?
- What chemical control tools (rodenticides) are you currently using & where?
  - If not using chemical control tools, then why not?
  - Is there a set threshold at which rodenticides are deemed necessary for rodent control?
- Have outside groups such as professional exterminators been consulted?
- Are your available control options shaped or constrained by GSA requirements or guidance?
- How successful have control efforts been? Have rodent populations increased or decreased over the past year?
- What would the next steps be if the infestation worsened?

We've also heard about a similar infestation in the Region 4 building in Atlanta and wanted to know if HQ is implementing the same management strategies, and how the infestations compare.

Thanks again & we look forward to continuing the conversation – as mentioned before, we are open to chatting over Teams or in person – Brad and I are in the office on most Thursdays.

Jeana

Jeana C. Hansel  
Plant Pathologist  
Biological & Economic Analysis Division  
US EPA Office of Pesticide Programs  
(202) 566 1281

---

**From:** Stewart, Neil <Stewart.Neil@epa.gov>  
**Sent:** Monday, March 6, 2023 7:48 AM  
**To:** Hansel, Jeana <Hansel.Jeana@epa.gov>; Myers, Kevin <Myers.Kevin@epa.gov>

**Cc:** Kells, Brad <kells.bradley@epa.gov>; Proctor, Melanie <Proctor.Melanie@epa.gov>

**Subject:** RE: Rodent control discussion with GSA

Good morning Jeana,

Thank you for the update. Please send me your questions so I can forward them to GSA. My team will work with GSA to reschedule a meeting for the first available time this week. If you have additional questions or concerns give me a call

Thanks,  
Neil

---

**From:** Hansel, Jeana <[Hansel.Jeana@epa.gov](mailto:Hansel.Jeana@epa.gov)>

**Sent:** Friday, March 3, 2023 4:34 PM

**To:** Stewart, Neil <[Stewart.Neil@epa.gov](mailto:Stewart.Neil@epa.gov)>; Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>

**Cc:** Kells, Brad <[kells.bradley@epa.gov](mailto:kells.bradley@epa.gov)>

**Subject:** Rodent control discussion with GSA

Hi Neil and Kevin,

Thanks for giving me and Brad a call last week; we were able to get together this week & come up with some “interview” questions for the GSA rodent control folks. I remember mention of setting up a call with the GSA folks; we would still love to have a conversation with the team if that can be arranged, it would be more productive (and friendlier) than doing it all over email.

Thanks again for reaching back out to us & thanks for your time, and we look forward to continuing the conversation!

Jeana

Jeana C. Hansel  
Plant Pathologist  
Biological & Economic Analysis Division  
US EPA Office of Pesticide Programs  
(202) 566 1281

**From:** [Myers, Kevin](#)  
**To:** [Shoaff, John](#)  
**Cc:** [HQ Building Managers](#); [Reddick, Lorraine](#); [Morris, Joseph](#)  
**Subject:** Re: rodent  
**Date:** Monday, January 23, 2023 2:57:40 PM

---

Apologies- the BSD number is 202-564-2100. Thanks

Kevin L Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112

On Jan 23, 2023, at 2:40 PM, Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)> wrote:

Thank you John; sorry to hear. Please confirm that you called the Building Service Desk 202-564-2100 to report the sighting or if you haven't, please do so asap. This is the mechanism that GSA utilizes to schedule treatment and follow ups with pest management.

Thank you

Kevin L Myers  
Chief, HQ Operations Branch  
OMS/OA/FMSD  
202-564-3112

On Jan 23, 2023, at 2:08 PM, Shoaff, John <[Shoaff.John@epa.gov](mailto:Shoaff.John@epa.gov)> wrote:

To Whom It May Concern,

Per the facilities update last week and right on cue, I just spotted a mouse in my area, entrance to 5442-C near cube B. Think I scared it away for the time being, but appreciate any follow up as might be needed or recommended. Will also endeavor to follow up more on some of the items you listed in "how can you help." Thanks.

John

**JOHN SHOAFF** (HE/HIM/HIS) | DIRECTOR  
OFFICE OF AIR POLICY & PROGRAM SUPPORT (OAPPS)  
OFFICE OF AIR & RADIATION | U.S. EPA | WJC NORTH 5442-C  
1200 PENNSYLVANIA AVE. NW | MC 6103A | WASHINGTON, D.C. | 20460 | USA  
[Shoaff.john@epa.gov](mailto:Shoaff.john@epa.gov) | 1-202-564-0531 DIRECT | 1-202-257-1755 MOBILE





**From:** [Dickens, Sandy](#)  
**To:** [Myers, Kevin](#)  
**Subject:** RE: Sandy/Mindy: facilities has not addressed mouse issue in my cube (7417K) - droppings and odor in my cube...  
**Date:** Wednesday, September 28, 2022 3:57:24 PM  
**Attachments:** [image001.png](#)

---

Hi Kevin,

We've received a management inquiry related to the disinfecting and sanitizing of workstations... how would requesting support for cleaning desks/cubes differ from an instance of where COVID sanitized needs to occur in a workplace but the employee/client isn't present?

Once I hear back from you, I will share the update with our management team.

Thanks in advance!  
--SD

---

**Sandy Dickens, Director (*she/her*)**  
Planning, Communications & Resource Management Staff  
Office of Water – Office of Wetlands, Oceans & Watersheds  
US Environmental Protection Agency  
Desk: 202.566.2349 | Cell: 202.368.5430  
Email: [dickens.sandy@epa.gov](mailto:dickens.sandy@epa.gov)

For additional information, please refer to the [OWOW SharePoint site](#).

---

**From:** Myers, Kevin <Myers.Kevin@epa.gov>  
**Sent:** Tuesday, September 27, 2022 9:32 AM  
**To:** Dickens, Sandy <Dickens.Sandy@epa.gov>  
**Cc:** Eisenberg, Mindy <Eisenberg.Mindy@epa.gov>  
**Subject:** RE: Sandy/Mindy: facilities has not addressed mouse issue in my cube (7417K) - droppings and odor in my cube...

Thank you Sandy- I will discuss with Shantell and GSA to ensure there is action on this one. Cleaning should occur within 24-48 hrs depending on the urgency. Usually, for this type of ticket, it would be same day. Are the spaces accessible doors / offices unlocked? If it doesn't happen in those time frames, go to the Building Manager and if you don't get a response from her, then please come to me and I will address. Some of these may be falling thru the cracks due to sheer volume.

One other note is that Chimes does not actually clean the surfaces of the workstations unless the client is there and everything has been removed. Unfortunately, there is a liability issue if they clean the work surface and documents or items get moved/damaged.

---

**From:** Dickens, Sandy <[Dickens.Sandy@epa.gov](mailto:Dickens.Sandy@epa.gov)>  
**Sent:** Tuesday, September 27, 2022 9:23 AM  
**To:** Myers, Kevin <[Myers.Kevin@epa.gov](mailto:Myers.Kevin@epa.gov)>

**Cc:** Eisenberg, Mindy <[Eisenberg.Mindy@epa.gov](mailto:Eisenberg.Mindy@epa.gov)>

**Subject:** FW: Sandy/Mindy: facilities has not addressed mouse issue in my cube (7417K) - droppings and odor in my cube...

**Importance:** High

Hi Kevin,

Sharing with you for awareness. OWOW began tracking BSD tickets internally using the Excel file I previously shared but the staff are noting they aren't always seeing action.

As OWOW receives these types of inquiries, is there a process for us to address?

Thanks!

--SD

---

**Sandy Dickens, Director (*she/her*)**

Planning, Communications & Resource Management Staff  
Office of Water – Office of Wetlands, Oceans & Watersheds  
US Environmental Protection Agency  
Desk: 202.566.2349 | Cell: 202.368.5430  
Email: [dickens.sandy@epa.gov](mailto:dickens.sandy@epa.gov)

For additional information, please refer to the [OWOW SharePoint site](#).

---

**From:** Nandi, Romell <[Nandi.Romell@epa.gov](mailto:Nandi.Romell@epa.gov)>


**Sent:** Monday, September 26, 2022 1:08 PM

**To:** Dickens, Sandy <[Dickens.Sandy@epa.gov](mailto:Dickens.Sandy@epa.gov)>; Eisenberg, Mindy <[Eisenberg.Mindy@epa.gov](mailto:Eisenberg.Mindy@epa.gov)>

**Subject:** Sandy/Mindy: facilities has not addressed mouse issue in my cube (7417K) - droppings and odor in my cube...

**Importance:** High

Sandy/Mindy:

Back on **Sept. 13**, I had submitted two tickets – one for traps (JF-101716-0913) and one for cleaning (JF-101717-0913) – to address the mouse issue in my cube (7417K). I put those tickets into the OWOW tracker that Katherine set up here:  [Facilities Request.xlsx](#)

I have not been in the office since the 13<sup>th</sup> (I am still working full-time remote), but Layne Marshall told me that when she checked my cube for my on the 21<sup>st</sup>, not only were the mouse droppings still there on the desk, but there was an odor coming from my cube. So obviously facilities has not done a thing to address these two tickets.

As you can see from the email chain below, I also let facilities manager Shantell Pittman know about this directly on the 13<sup>th</sup> (since my cell number was not on the ticket) and then sent another email a little while ago since I now know nothing has been done. I also left Shantell a voice mail.

But I wanted to let you both know that this was happening since neither Shantell nor anyone else contacted me about the two tickets, and of course nothing has been done. I see that Mindy is out today, but if Shantell does not respond by the end of the day, would either of you able to help on this matter?

Thanks.

Romell

---

**From:** Nandi, Romell

**Sent:** Monday, September 26, 2022 12:35 PM

**To:** BSD Group Admin <[noreply@epa.gov](mailto:noreply@epa.gov)>; Pittman, Shantell <[Pittman.Shantell@epa.gov](mailto:Pittman.Shantell@epa.gov)>

**Subject:** RE: Building Service Desk Ticket Number: JF-101716-0913 (attn: Shantell) - mouse issue in 7417K has not been addressed

Hi, Shantell:

I just left a VM for you at 202-564-1855: see two tickets referred to below from Sept. 13. My colleague told me that as of Wednesday of last week, there were still mouse droppings in **cube 7417K in EPA West**, as well as an odor emanating from the cube, which would seem to be signs of an active mouse problem. I am still working full-time remote as of right now, but will need to go into the office periodically, and possibly more often going forward. The longer this issue lingers, the more difficult it will be to clean and set traps or whatever else facilities can do to kill the mice.

**Please call me ASAP at (202) 503-8645** to let me know when facilities will address this issue.

Thanks.

Romell Nandi

Office of Wetlands, Oceans, and Watersheds

---

**From:** Nandi, Romell

**Sent:** Tuesday, September 13, 2022 1:26 PM

**To:** BSD Group Admin <[noreply@epa.gov](mailto:noreply@epa.gov)>; Pittman, Shantell <[Pittman.Shantell@epa.gov](mailto:Pittman.Shantell@epa.gov)>

**Subject:** RE: Building Service Desk Ticket Number: JF-101716-0913 (attn: Shantell)

Hi, Shantell:

I see my cell number is not included for tickets JF-101716-0913 (below) and JF-101717-0913 (both tickets are about the same mouse problem, but two separate tickets were issued for extermination and cleaning). FYI, I have been on full-time remote work since the pandemic started, but until my work status is finally determined, I still have cube 7417K in the West building.

My cell is **(202) 503-8645**. Whether by phone or email, I would like to be updated on whether my cube has been cleaned, as my colleague has informed me of mice droppings on the desk (and perhaps floor) of my cube.

Thanks.

Romell Nandi  
Office of Wetlands, Oceans, and Watersheds  
Partnership Programs Branch  
Trash Free Waters national program lead  
cell: (202) 503-8645

---

**From:** BSD Group Admin <[noreply@epa.gov](mailto:noreply@epa.gov)>  
**Sent:** Tuesday, September 13, 2022 10:13 AM  
**To:** Nandi, Romell <[Nandi.Romell@epa.gov](mailto:Nandi.Romell@epa.gov)>; Pittman, Shantell <[Pittman.Shantell@epa.gov](mailto:Pittman.Shantell@epa.gov)>  
**Subject:** Building Service Desk Ticket Number: JF-101716-0913

Dear Romell,

Request for office extermination will be addressed by GSA. All calls for service received by 4:00 p.m. each Tuesday should be completed on Wednesday. Please contact your Facility Manager if you have questions or do not receive services as stated.

Priority: Routine  
Ticket Status: In Progress  
Requestor Name: Nandi, Romell  
Requestor Phone Number:  
BSD Ticket Number: JF-101716-0913  
Problem: Pest  
Problem Description: Client is reporting mice in room# 7417K WJCW  
Building: William Jefferson Clinton West Building  
Room Number: 7417K  
Detail Location: Room# 7417K WJCW

Please note that these response times are estimates only. Because EPA HQ facilities in the Federal Triangle complex are GSA-leased, response to types of the service calls outlined above is the responsibility of GSA. The EPA Facilities staff will do its best to facilitate a timely and helpful response to your calls.

Sincerely,

Building Service Desk Staff